



November 28, 2005  
**Submitted Electronically via ECFS**

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Marlene H. Dortch  
Federal Communications Commission  
9300 East Hampton Drive  
Capitol Heights, MD 20743  
Attention: Office of the Secretary

**Re: RE: WC Dockets 04-36 and 05-196  
Compliance Letter**

Dear Ms. Dortch:

USA Companies, L.L.C. respectfully submits this Compliance Letter in response to the Enforcement Bureau's Public Notice issued November 7, 2005 regarding the Federal Communications Commission's ("FCC" or "Commission") rules governing enhanced 911 ("VoIP E911 Order"). USA Companies' direct to consumer broadband voice service consists of devices that function with any high-speed broadband connection to enable customers to make and receive calls from telephone numbers assigned to the devices.

1. 911 Solution: Provide a quantification, on a percentage basis, of the number of subscribers to whom the provider is able to provide 911 service in compliance with the rules established in the *VoIP 911 Order*.

Response: USA Companies provides E911 services in compliance with the Commission's order to approximately eighty four percent (84%) of its consumer customers as of November 7, 2005.

- 1.1 911 Routing Information/Connectivity to Wireline E911 Network: A detailed statement as to whether the provider is transmitting, as specified in Paragraph 42 of the *VoIP 911 Order*, “all 911 calls to the appropriate PSAP, designated statewide default answering point, or appropriate local emergency authority utilizing the Selective Router, the trunk line(s) between the Selective Router and the PSAP, and such other elements of the Wireline E911 Network as are necessary in those areas where Selective Routers are utilized.”

Response: The E911 service USA Companies’ receives is indirectly connected (through a contracting party’s third party 911 service provider) to all Selective Routers within its E911 service area. All 9-1-1 dialed calls made using E911-enabled telephone numbers are routed by Selective Routers to the appropriate PSAP on dedicated trunk lines or are otherwise directly routed to the appropriate PSAP by the contracting party’s third party 911 provider. USA Companies’ contracting party’s underlying E911 provider has also confirmed that it does not provide service in rate centers served by PSAPs that are not E911 enabled. Thus 100% of the PSAPs associated with USA Companies’ E911 service are capable of receiving ANI and retrieving ALI (i.e., are E911 enabled).

- 1.2 If the provider is not transmitting all 911 calls to the correct answering point in areas where Selective Routers are utilized, this statement should include a detailed explanation why not. In addition, the provider should quantify the number of Selective Routers to which it has interconnected, directly or indirectly, as of November 28, 2005.

Response: USA Companies has contracted with a contracting party that has four third-party providers for its E911 access. Even when USA Companies combines the E911 coverage areas of all of its providers, it will not have access to E911 coverage in approximately sixteen percent (16%) of the areas served as of the date of this filing.

- 1.3 Transmission of ANI and Registered Location Information: Provide a detailed statement as to whether the provider is transmitting via the Wireline E911 Network the 911 caller’s ANI and Registered Location to all answering points that are capable of receiving and processing this information. This information should include:

Response: As a provider of VoIP services in small-markets and rural areas, USA Companies provides E911 services in compliance with the *VoIP E911 Order* in those areas where USA Companies’ contracting party’s third party providers offer E911 access (“*E911 Markets*”). Emergency calls in *E911 Markets* are routed through selective routers (where selective routers are available) by USA Companies’ contracting party’s third-party providers to the geographically appropriate PSAP based on the Registered Location provided to USA Companies by the end user. USA Companies’ E911 service passes along to all E911-capable PSAPs in USA Companies’ E911 Markets both the Automatic Location Information (“ALI”) based on the user’s Registered Location and the Automatic Numbering Information (“ANI”) associated with the call.

- (i) Provide a quantification, on a percentage basis, of how many answering points within the provider's service area are capable of receiving and processing ANI and Registered Location information that the provider transmits;

Response: All 9-1-1 dialed calls made using USA Companies' E911-enabled telephone numbers are routed by USA Companies' contracting party's third party E911 provider through Selective Routers to the appropriate PSAP on dedicated trunk lines or are otherwise directly routed to the appropriate PSAP by USA Companies' contracting party's third party E911 provider. USA Companies' underlying E911 provider has confirmed that it does not provide service in rate centers served by PSAPs that are not E911 enabled. Thus, based on information from USA Companies' E911 provider, 100% of the PSAPs associated with USA Companies' E911 service, where available, are capable of receiving ANI and retrieving ALI (i.e., are E911 enabled).

- (ii) Provide a quantification of the number of subscribers, on a percentage basis, whose ANI and Registered Location are being transmitted to answering points that are capable of receiving and processing this information.

Response: As of November 7, 2005, approximately eighty four percent (84%) of USA Companies' direct customers are receiving E911 service.

- (iii) If the provider is not transmitting the 911 caller's ANI and Registered Location to all answering points that are capable of receiving and processing this information, a detailed explanation why not.

Response: USA Companies relies on its contracting party's third-party providers for E911 services because of cost factors, technical limitations, and access issues. USA Companies is an information service provider and not a common carrier with rights of interconnection. Thus, like other VoIP providers, USA Companies relies on its contracting party to be able to provide such services through contracts with third-party vendors such as Level 3, IDT, and Intrado as recommended by the *VoIP E911 Order*. Third-party vendors have made it clear that they will not have systems compliant with the E911 Order available in all areas of the country by the November 28th deadline. This is especially true in the rural and less densely populated areas served by USA Companies.

1.3911 Coverage: To the extent a provider has not achieved full 911 compliance with the requirements of the *VoIP 911 Order* in all areas of the country by November 28, 2005, the provider should:

- (i) Describe in detail, either in narrative form or by map, the areas of the country, on a MSA basis, where it is in full compliance and those in which it is not.

Response: Please see response to Question 1.3(iii) above. The map in Exhibit A illustrates USA Companies' E911 coverage area based on the services provided to USA Companies by its contracting party's third-party 911 providers.

- (ii) Describe in detail its plans for coming into full compliance with the requirements of the order, including its anticipated timeframe for such compliance.

Response: USA Companies' contracting party has entered into agreements with third party providers to expand its existing E911 coverage into areas that are not yet E911-enabled. Further details on customer transition to E911 are provided in response to Question 2 below. USA Companies' contracting party has also contracted with its third party providers to transition to a E911 solution once such a solution becomes generally available to USA Companies in its service markets and USA Companies has tested such services. While it continues to research other avenues and providers for full US E911 coverage, USA Companies' contracting party notes that E911 may not be available in certain rural and sparsely populated areas of the country. This is especially true for areas served by a rural ILEC subject to an interconnection exemption where access to selective routers through interconnection may not be technically, economically, or operationally feasible. USA Companies cannot predict with certainty as to when its contracting party's third party providers will expand their E911 and V911 service coverage.

- 2 Obtaining Initial Registered Location Information: Provide a detailed description of all actions the provider has taken to obtain each existing subscriber's current Registered Location and each new subscriber's initial Registered Location. This information should include, but is not limited to, relevant dates and methods of contact with subscribers and a quantification, on a percentage basis, of the number of subscribers from whom the provider has obtained the Registered Location.

Response: When a new customer enters USA Companies' website or calls into the office to order service, they are taken through the sign-up process. After customers enter or relay their information, including service address (corresponding to the physical location where they intend to use their device), ("Registered Address"). USA Companies then stores the Customer's Registered Address in its database. The customer signs a confirmation of all data and receives a copy of this for their records. For those customers receiving E911 service, USA Companies forwards the customer's Registered Address to its contracting party who then populates the relevant E911 databases with the Registered Address which may occur five (5) or more days after initial service activation.

USA Companies' contracting party plans to transition approximately fifty one percent (51%) of its existing non-E911 customers to E911 starting the week of December

14, 2005 (“transition date”). Customers will not be required to pay any additional costs to receive E911 service. In order to determine which of USA Companies’ existing non-E911 customers were within USA Companies’ E911 service areas USA Companies used the service address provided when these customers initially signed up for service. During the week of December 5, 2005, and prior to E911 transition, these customers will be sent an e-mail notification asking them to confirm that their service address with USA Companies for purposes of E911. Following transition to E911, USA Companies plans to send these customers a follow-up e-mail notifying them of their new E911 service and asking customers to call USA Companies if there are any changes to their Service Address. USA Companies plans to investigate any service address changes that fall outside of USA Companies’ E911 footprint for these transitioned customers. USA Companies expects that once transition to E911 is complete for customers within USA Companies’ E911 footprint, approximately ninety five (95%) of USA Companies’ existing customers will receive E911 service.

- 3 Obtaining Updated Registered Location Information: A detailed description of the method(s) the provider has offered its subscribers to update their Registered Locations. This information should include a statement as to whether the provider is offering its subscribers at least one option for updating their Registered Location that permits them to use the same equipment that they use to access their interconnected VoIP service.

Response: Customers can update their registered address by dialing 611 or USA Companies’ toll free customer service number from their USA Companies device to reach USA Companies’ Customer Service Center on Monday through Friday, 8:00am and 5:00pm CST, and Saturday 9:00am to 2:00pm CST. USA Companies is developing an additional functionality to its customer web service to enable customers to update their Registered Address online.

- 4 Technical Solution for Nomadic Subscribers: A detailed description of any technical solutions the provider is implementing or has implemented to ensure that subscribers have access to 911 service whenever they use their service nomadically.

Response: USA Companies does not actively market or advertise its services as nomadic and only supports permanent address changes that fall within its E911 service footprint. USA Companies continues to work with its contracting party to fortify and expand its existing 911 services with additional functionalities to ensure that customers are always able to reach help in the most efficient way without requiring any additional action from the customer. USA Companies’ goal is to provide a simple and elegant solution that ensures that the customers experience in calling 911 is easy and reliable. USA Companies’ goal is to bring the best emergency response services to its customers. USA Companies’ contracting party has already contracted with a third-party vendor to purchase a V911 solution when such solution becomes generally available. Even the V911 solution, however, will not likely reach rural and sparsely populated areas in the near future. USA Companies’ contracting party’s third party V911 provider has indicated that V911 will first be rolled out in major metropolitan areas. There is no

guarantee when V911 will be deployed in all of the rural and sparsely populated markets. Accordingly, USA Companies' contracting party is still evaluating its course of action with respect to its services in areas where E911 is not presently reasonably accessible through third party providers.

Respectfully submitted,

(electronically filed)  
Christian M. Hilliard

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#### EXHIBIT A

Rate Center	State	MSO	LATA	Population	Households	N911	E911
BORREGO	CA	USA COMPANIES	732	3,012	1,370	Complete	Complete

JULIAN	CA	USA COMPANIES	732	4,267	1,798	Complete	Complete
BILLINGS	MT	USA COMPANIES	650	116,680	47,125	Complete	Complete
COLUMBUS	MT	USA COMPANIES	650	3,427	1,351	Complete	
LAUREL	MT	USA COMPANIES	650	11,648	4,511	Complete	
RED LODGE	MT	USA COMPANIES	650	4,670	2,070	Complete	
<b>Summary</b>			non-E911 RC		E911 RC		% E911
MSO	Total RC		Total RC		Total RC		Total
USA COMPANIES	6		7,932		50,293		84%

